

Childcare and Clubs Policy

Revised January 2024

We want to support parents and carers who are working and studying as much as we can through a strong childcare offer. We offer wraparound childcare across both schools in the form of Breakfast club, Afterschool club and Enrichment clubs.

We cater for Nursery aged children through to Year 6, however, there is a limited number of places available for nursery children due to the higher level of staffing required. This part of our federation offer is not part of statutory education and not funded from the school's core budget. Childcare and clubs provision therefore must meet its own cost.

We wish to ensure that the children of our schools are provided with supervised play activities in a safe and stimulating environment. Both Breakfast club and After school club offer a balanced food menu which includes hot food provided on site.

Fees

Breakfast Club (BC) & Afterschool Club (ASC) Fees

| Newington Green Primary | Times – Monday to Friday | Daily fee | Weekly fee | Places available |
|---|---------------------------------|------------------|-------------------|-------------------------|
| Breakfast Club | 7.30am to 8.55am | | £18 | 44 |
| | | | | |
| Afterschool Club – available options | 3.30 to 4.30pm | £5 | £20 | 44 |
| | 3.30 to 6.30pm | £15.75 | £78.75 | 44 |
| | 4.30 to 6.30pm | £10.50 | £52.50 | 44 |

| Rotherfield Primary | Times – Monday to Friday | Daily fee | Weekly fee | Places available |
|---|---------------------------------|------------------|-------------------|-------------------------|
| Breakfast Club | 7.45am to 8.55am | | £16 | 22 |
| | | | | |
| Afterschool Club – available options | 3.30 to 4.30pm | £5 | £20 | 22 |
| | 3.30 to 6.30pm | £15.75 | £78.75 | 22 |
| | 4.30 to 6.30pm | £10.50 | £52.50 | 22 |

Bookings

There are limited spaces per session depending on the number of staff available.

It is essential that pupils are booked into Breakfast club or After school club in advance by Arbor our cashless system. **NO BOOKINGS WILL BE TAKEN AT THE SCHOOL OFFICE.**

- For Breakfast Club, the rate charged is for the full week regardless of whether the pupil attends all days.
- For Afterschool Club, parents can book anytime up until 2.30pm on the day, subject to availability of spaces.
- If payment is not received at the same time as the booking, you will not be able to book a place for your child.
- Booking is essential to ensure safe staffing ratios.
- Confirmation of booking will be dependent on the number of staff we have in club.
- If the club is full, however Arbor may not allow you to book the club.
- Pupils who arrive at a club and **are not booked in** to attend will be taken to the office, and contact made with their parents, with the expectation they are collected.
- All Children who are not collected at 3.45pm will incur a £3 late collection fee and will be transferred to Afterschool club if they have still not been collected by 4pm. This will result in parents being charged the full daily fee of the Afterschool club session of £15.75.

Payment

Childcare vouchers can be used for payment for enrichment clubs or After school club and Breakfast club. They cannot be used for trips under government guidance. We will apply your voucher credit from the school bank account into your Arbor account for booking.

Discounts:

Breakfast Club: No discount is available.

Afterschool club: Families on low income can apply for a discount by completing a London Borough of Islington Childcare Subsidy Form; if the household income is up to **£34,999**, you can access a £5 place for childcare up until 6.30pm, subject to availability of spaces. You will be required to provide financial evidence with your

application and you will receive written confirmation if your application is approved. This must be done on a regular basis as Islington must track it's funding for schools to enable this subsidy.

Late Collection Fee

Late collection fee is a way to incentivise parents to collect their children on time as it has an impact on staff wellbeing and their family life. The school must pay staff overtime in the event of children being collected late and therefore our late collection charges reflect this cost.

In line with the Federation's Late Collection Fee Policy, all children must be collected by the agreed finishing times for Afterschool club and Enrichment clubs.

Afterschool club Early finish 4.30pm:

For pupils collected after 4.30pm – the full daily fee for Afterschool club will be charged to the pupil's Arbor account and parent notified.

Extended Afterschool club finish 6.30pm:

Collection after 6:30pm will incur a late collection charge of £10 for the first 10 minutes and then £1 for every minute thereafter.

Late collection fees will need to be paid immediately. Failure to do so will result in you not being permitted to book a place until your Arbor account is in credit.

Refunds

The school will offer no refunds if your child fails to attend a pre booked session as we have fixed overheads and staffing is allocated based on pre-booked sessions.

The school will credit your child's Arbor account only in the following circumstance:

- Your child is unwell, and the school is notified by 10:00am in the morning of their absence for the whole day.
- If your child becomes unwell during the school day and is sent home by the school.
- You provide 48hours notice of the need to cancel a pre-booked session.

Cancellation of Clubs

In the event of a closure, the school will contact parents. School closure could be due to adverse weather conditions or problems with the school building e.g. no heating or water supplies. In this exceptional, unfortunate event a refund will be given.

Statement of Account

The school will support you by providing regular reminders of your account balance and can offer to provide a statement of your account each month upon request.

Debts

Islington Council has a '**NO ARREARS**' Policy. Families who have an outstanding debt on their Arbor account will not be able to book a session. Please talk to us if this is the case, and we will support you with a payment plan. If a payment plan is adhered to, families will be allowed to continue to book.

Pupil Needs

Pupils who receive **1 to 1 support in school** - please contact the school for a discussion about provision, as we will have to apply for funding to support your child's access to clubs. The school staff will liaise with Islington and the SENDCo.

Please contact finance@newingtongreen.co.uk or finance@rotherfieldprimary.co.uk for support.

There are 4 vulnerable places in Afterschool club - two in each school which are allocated based on pastoral needs under the Islington funding agreement. If places are issued under these criteria by the Head of School, a letter will be sent to the parent with how long and which days the place is for. These are time limited places, to meet immediate need.



Rotherfield
Primary School



Queries and Support- who do I contact?

| Finance and Admin Officer- both schools | Data and Admin Officer- both schools | Breakfast club & Afterschool club | |
|--|--|---|---|
| finance@newingtongreen.co.uk | clubstrips@newingtongreen.co.uk | Lead - Rotherfield | Lead -Newington Green |
| or finance@rotherfieldprimary.co.uk | or clubstrips@rotherfieldprimary.co.uk | Face to face Mobile: 07955 184099 | Face to face Mobile: 07464 490170 |
| <ul style="list-style-type: none"> ▪ childcare vouchers ▪ subsidised places (low income) ▪ Vulnerable places ▪ SEND support ▪ Debts and payment plans ▪ Payments for trips and clubs ▪ FEEE 30hour codes ▪ Late collection charges ▪ Statement of account | <ul style="list-style-type: none"> ▪ Booking issues for clubs, ASC, and BC ▪ Support with using Arbor ▪ Queries about trips | <ul style="list-style-type: none"> ▪ Club feedback ▪ Communication with parents ▪ Children not booked in-returned to office ▪ Late collection | <ul style="list-style-type: none"> ▪ Club feedback ▪ Communication with parents ▪ Children not booked in-returned to office ▪ Late collection |

After School Club (ASC) and Breakfast Club (BC)

Complaints and Concerns Escalation Policy

If a parent/guardian has a complaint or concern about after school or breakfast clubs the following policy applies. This policy mirrors the school's complaints process.

Informal stage

If a parent or guardian has a concern, we would initially ask them to raise this informally with the ASC or BC leader to see if it can be resolved without formal processes being invoked.

Formal stages

STAGE 1 – Leader of After School Club or Breakfast Club

You complete the **complaints form or send an email** and send this to the Leader via the school admin email address.

The Leader will arrange to meet you **within 5 school days** to clarify your complaint and how you wish it to be resolved.

The Leader will normally investigate your complaint within **10 school days** of the initial meeting. The timescale for completing any necessary investigations may be extended by notifying you in writing of the extension and the reasons for it.

In the investigation letter or meeting, if necessary, the Leader will aim to resolve the complaint and agree any necessary actions with the complainant. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

If you are still not satisfied, or your complaint is about the Leader, you have the right to refer your complaint to the Head of School.

STAGE 2 – Head of School

You complete the **complaints form or send an email** and send this to the Leader via the school admin email address.

The Leader will arrange to meet you **within 5 school days** to clarify your complaint and how you wish it to be resolved.

The Leader will normally investigate your complaint within **10 school days** of the initial meeting. The timescale for completing any necessary investigations may be extended by notifying you in writing of the extension and the reasons for it.

In the investigation letter or meeting, if necessary, the Leader will aim to resolve the complaint and agree any necessary actions with the complainant. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

If you are still not satisfied, or your complaint is about the Head of School, you have the right to refer your complaint to the Executive Headteacher.

STAGE 3 – Executive Headteacher

You complete the **complaints form or send an email** and send this to the Leader via the school admin email address.

The Leader will arrange to meet you **within 5 school days** to clarify your complaint and how you wish it to be resolved.

The Leader will normally investigate your complaint within **10 school days** of the initial meeting. The timescale for completing any necessary investigations may be extended by notifying you in writing of the extension and the reasons for it.

In the investigation letter or meeting, if necessary, the Leader will aim to resolve the complaint and agree any necessary actions with the complainant. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

This is the last stage of the complaints process for childcare unless you wish to refer the matter onto regulatory authorities.

Protocol for staff raising concerns with parents/guardians in relation to ASC or BC.

Informal stage

If the leader has a concern (for example, late collection, behaviour etc), we will initially ask them to raise this informally with the parent/guardian to see if it can be resolved without formal processes being invoked.

Formal stages

STAGE 1 – Leader of After School Club or Breakfast Club

The Leader will contact the parent/guardian within **3 school days** to arrange a meeting.

At the meeting, the Leader will aim to resolve the concern and agree any necessary actions with the parent/guardian. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

If the concern is still ongoing, or is repeated, the leader will refer the matter to the Head of school.

STAGE 2 – Head of School

The Head of School will contact the parent/guardian within **3 school days** to arrange a meeting.

At the meeting, the Head of School will aim to resolve the concern and agree any necessary actions with the parent/guardian. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

If the concern is still ongoing, or is repeated, the leader will refer the matter to the Executive Head.

STAGE 3 – Executive Headteacher

The Head of School will contact the parent/guardian within **3 school days** to arrange a meeting.

At the meeting, the Head of School will aim to resolve the concern and agree any necessary actions with the parent/guardian. **This will be followed by a letter summarising any agreed outcomes or actions to be taken.**

If the concern is still ongoing the Executive Head may make the decision to refer the matter to debt management (if debt related) or withdraw the childcare place.

Model letter from school staff to parent/guardian:

Date

Dear Parent/Guardian,

Thank you for meeting with us today regarding After School/Breakfast Club.

We discussed the following concerns:

*You have collected your child late on the following dates XX, and have not yet cleared your late collection debt.

We agreed the following to remedy concerns:

*You will clear late collection debt by X

*We gave you a copy of the late collection policy and went through the key points with you

*We explained that late collection has an impact on us getting home to our own families and outside work commitments and that we would appreciate your full cooperation in preventing this situation arising again.

Thank you for meeting us and we hope that we can work together to resolve this matter.

Kind Regards,

ASC/BC Leader

CC Head of School